

Additional update: 28 March 2020



PARISHES UPDATE

From Cambridgeshire County and Peterborough City Councils



I'd like to express my sincere thanks to the officers who have worked so hard to create this network in a matter of days. Already, there are over 1,000 volunteers signed up, and more than 350 staff members available for redeployment. The Hub has brought together staff from across the organisation to set up and run its operations, which will spread across seven days and last for as long as necessary. Both Irene and I are provided with a daily update from the director leading this work, which

has enabled me to ensure that all issues are carefully considered, and again this will continue for the duration of the Hub being live. I know many of you are helping in your own communities, so please be careful and stay safe. **Best wishes, Steve**

Steve Criswell, Chair, Communities & Partnerships Committee, Cambridgeshire County Council

I hope you and your family and friends are keeping well in these very challenging times.

We felt that it was important to share with you details of the operation that has been set up to deal with the situation current situation as soon as possible. Included in this update are the contact details for the countywide Hub, as well as the network of local Hubs - please do refer any offers of help or cases of concern into this network so that we can deal with them as quickly as possible.

We will be sharing information with you on at least a weekly basis, but in the meantime if you have comments or suggestions please do let us know.



Irene Walsh, Cabinet Member for Communities Peterborough City Council

Update on the COVID-19 co-ordination hub.

As you may know, a Cambridgeshire and Peterborough Covid-19 Coordination Hub has been created, supported by District/City level Hubs, as part of our efforts to tackle the current crisis.

This briefing note provides further information, including how to access the Hub for help and to offer support.

Offers of help from volunteers

The Countywide Hub is focused on ensuring critical public services, and the most vulnerable residents, receive the support they need.

For people or groups who want to offer their support in this way, they should complete the online form at www.cambridgeshire.gov.uk/coordinationhub OR www.peterborough.gov.uk/coordinationhub

Work is continuing to ensure information on the web sites, including how to ask for help, is made as clear as possible.

Details of people wanting to volunteer will be reviewed, and volunteers will be matched to specific activities. Details of volunteers will be shared across the Hubs network, to ensure that all needs are met.

The network of District/City Hubs will focus on supporting community-based activity and individuals who contact us or who we identify because they need some assistance. The diagram at the end of this briefing note sets out the relationship, and includes the main themes of work for the Countywide Hub.

At time of writing, we have had confirmation from more than 1,000 local people that they wish to help us. We've also had lots of information from community and mutual aid groups that have set up at speed to support the effort. We're keen to capture these details in an easy format and have created a separate link to the Cambridgeshire Directory, and will be replicating this for the Peterborough version – content will be added at pace in the coming days and weeks. We will also be launching an app to allow anybody that needs help to identify and reach out to local offers of support direct. District Councils too are collating data about local provision to make sure that wherever someone asks for help or support, they can easily find it.

<https://www.cambridgeshire.gov.uk/cambridgeshire-online-directory>

Redeployment of staff

In both Cambridgeshire County Council and Peterborough City Council, details of staff available for redeployment have been captured. Redeployment may be necessary into critical front-line services, or to support community action or individuals at the highest risk. These staff members are ready to be redeployed now. We have already been able to provide additional capacity via this route to the County Council contact centre, Cambridgeshire and Peterborough Foundation Trust and the Foodbank network in Peterborough.

Requests for help

The Hub network is working hard to identify those people we think might be in need of help and support – for example, those who need to self-isolate, those who are vulnerable or excluded, and those who are worried about their wellbeing. The Hubs will also receive data direct from NHS England about the people who need to be 'shielded' from the virus for 12 weeks because of their significant health issues.

Our Hubs network will be proactively reaching out to these groups, to make sure they know how to get the help and support they may need. However, we are also keen to receive direct contact from anybody across Cambridgeshire and Peterborough who needs help and support, or referrals from Councillors and others where you know of residents in this situation.

Whether making direct contact or making a referral, people should use the contact details at the end of this briefing note

NHS Volunteers

You will be aware that the Government has now launched NHS Volunteers, to specifically recruit people who can support the NHS at this critical time. It is very likely that many of the 1,000+ volunteers registered with the Countywide Hub are also offering to volunteer with the NHS. This is of course absolutely fine – there is so much work to be done at all levels and across all disciplines. **For-simplicity however, we are suggesting that volunteers with a clinical-type background register with NHS Volunteers, whereas others who want to volunteer their time in community-based activity, OR in non-NHS related public services, register with us.**

We will receive more details in the coming days about how the national scheme will operate, including how it will link into local areas

Shielded Group

There are around 1.5million people nationally who need to be shielded from the virus for at least 12 weeks because of serious health and medical conditions. Every one of those people is being contacted by the NHS to advise them of this, and to ask whether or not they have a reliable support network in place to make sure they receive food and medicines, and other supplies, to prevent them from having to leave their homes.

Those who don't have such a network will be provided with food and medicines via a national scheme which is being developed with food wholesalers, supermarkets and community pharmacies. However, people in this situation may also need additional support – for example, befriending, delivery of magazines and books, and other social-type support, and this is a role that our Hubs network will fulfil. This social-type support will also be extended to *anybody* in the shielded group if required. We have now received the first set of details of people in the shielded group category, and are in the process of contacting all of them to make sure they have what they need for the next 72 hours.

Additionally, it will probably be 3-4 weeks before the full national food distribution scheme is up and running, and so we are receiving supplies of basic foods for use in **emergency situations**, primarily targeted towards the shielded group. We have secured a warehouse facility in the centre of the county, from which distribution will happen via our local Hubs network. Our first delivery is expected within the next 48 hours.

Contacting the Countywide Hub.

The contact details for the Countywide Hub are as follows:

www.cambridgeshire.gov.uk/coordinationhub

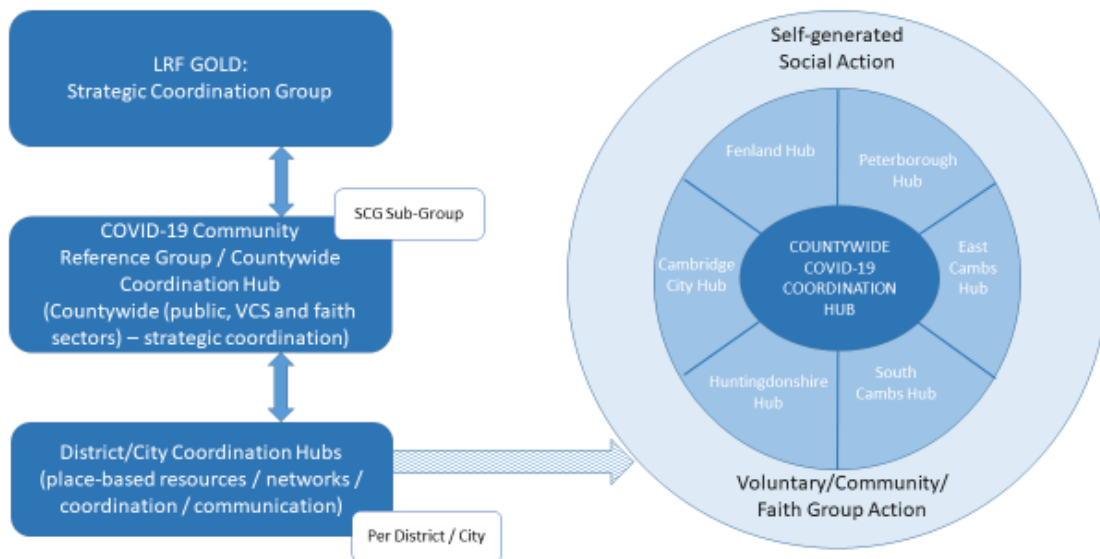
www.peterborough.gov.uk/coordinationhub

or by email communitycv@cambridgeshire.gov.uk

Over this weekend, we need to allow our call handler volunteers to use the telephone lines to contact those most at risk and who are shielding, potentially without access to food and urgent supplies. Therefore, we will not be making the telephone line into the Hub active until after the weekend, but we will advise you of this number as quickly as possible.

We'll also provide details of how to contact the Local Hubs within the next few days.

COVID-19 COORDINATION HUB – HIGH-LEVEL STRUCTURE



Contact:

parishesCV@cambridgeshire.gov.uk

